

## 2005 Annual Report

### VA Medical Center

1700 S. Lincoln Avenue  
Lebanon, PA 17042  
(717) 272-6621  
1(800) 409-8771  
[zzask.va@lebanon.va.gov](mailto:zzask.va@lebanon.va.gov)

### Berks (Reading) CBOC

145 N. 6<sup>th</sup> Street, 3<sup>rd</sup> Floor  
Reading, PA 19601  
(610) 208-4717

### Camp Hill CBOC

25 N. 23<sup>rd</sup> Street  
Camp Hill, PA 17011  
(717) 730-9782

### Lancaster CBOC

1861 Charter Lane  
Lancaster, PA 17601  
(717) 290-6900

### Schuylkill (Pottsville) CBOC

700 E. Norwegian Street  
Pottsville, PA 17901  
(570) 621-4115

### York CBOC

1796 3<sup>rd</sup> Avenue  
York, PA 17403  
(717) 854-2322 or  
2481



# Quality Healthcare

*“serving Veterans in the 21st Century”*

Veterans rank Lebanon  
among the *Best* in VA

# Lebanon



# Putting Veterans First

## Friends of the Lebanon VA Medical Center,

2005 was a great year for the Lebanon VA. Almost 39,000 veterans received healthcare at Lebanon. Veterans are extremely satisfied with the care that they receive -- our veteran satisfaction scores are among the best in VA! We are expanding our care locations through our home and community based care programs. Veterans in our new telehealth program communicate with their providers about their health status from the comfort of their own home using a device called a Health Buddy.

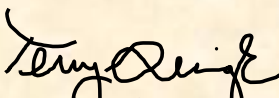
“..... right care  
in the right place  
at the right time.”

At the medical center, we were able to move all inpatients into new beautifully renovated space in Building 1 with the completion of our major construction project. It was through the generosity of a deceased veteran's estate that we were able to renovate space to build an impressive, state of the art Dental Suite in Building 17. The year 2006 will bring even more technological upgrades to the Lebanon VA as we begin construction on new ICU and Urgent Care space, and prepare for installation of a Magnetic Resonance Imaging (MRI) and nuclear medicine camera.

These are all ways we endeavor to continually improve the services we provide to our veterans. I join with the employees and volunteers at Lebanon VA who put veterans first every day, in every way, providing the right care in the right place at the right time.

Thank you for your support of the Lebanon VA.

Best wishes for a healthy 2006.

  
Terry Gerigk

Director  
Lebanon VA Medical Center



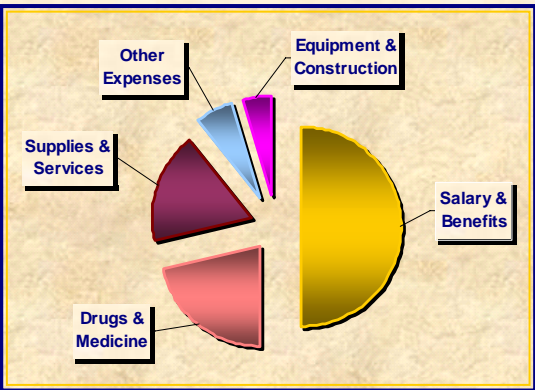
# Financial Report

## Operating Expenses

Salary and Benefits .....	\$72,840,000
Drugs and Medicine .....	30,776,000
Supplies & Services .....	26,007,000
Other Expenses .....	8,693,000
Equipment & Construction ...	7,059,000
<b>Total Operating Expenses.....</b>	<b>\$145,375,000</b>

## Community Gift & Donations

Cash Donations .....	\$109,799
In-Kind Donations .....	224,782
<b>Total Donations .....</b>	<b>\$334,581</b>



# Statistics

Serves 13 counties in south central Pennsylvania and has an active affiliation with Penn State College of Medicine, based at The Milton S. Hershey Medical Center.

## Workload Statistics

### Operating Beds

Hospital .....	49
Nursing Home	
Care Unit (NHCU) .....	136
PRRTP * .....	63
<b>Total .....</b>	<b>247</b>

**Unique Patients ..... 38,573**

### Average Daily Census

Hospital .....	39.1
NHCU .....	118.6
PRRTP * .....	45.3
<b>Total .....</b>	<b>203.0</b>

\* Psychosocial Residential Rehabilitation Treatment Program

### Outpatient Visits

Lebanon Medical Center .....	265,095
Camp Hill .....	37,697
Berks (Reading) .....	17,776
York .....	15,487
Lancaster .....	8,148
Schuylkill (Pottsville) .....	4,634
<b>Total .....</b>	<b>348,837</b>

## Staffing Statistics

Employees ..... 1060

Full Time	
Equivalent Employee (FTEE) .....	1013
Physicians .....	54
Nurses .....	184

Volunteers .....	575
Volunteer Hours .....	69,970
Equivalent Dollar Value .....	\$1,210,424

Caring for veterans is a noble cause, but for some VA staff, that is not enough. They gave of themselves in countless other ways, including serving on active duty in the Persian Gulf and other regions, and volunteering to assist in hurricane relief efforts in New Orleans and surrounding areas. We honor the 13 Lebanon VA employees who assisted in the hurricane relief efforts and the 17 who were deployed to the military.



# Lebanon VA Medical Center

## Top Accomplishments FY05

1

**Top quality care & outstanding customer service** to over 38,000 veterans through the combined efforts of over 1000 employees, 500 volunteers and an operating budget of \$145 million dollars.



Earl Rutter, brother of Vernon, with Ms. Gerigk

2 Opening **new Dental Clinic**.

October 21, 2005, was the grand opening for our new Dental Clinic. This was made possible through the remarkable generosity of one of our veterans. When Vernon Rutter died, he left his entire estate of over one million dollars to us with instructions that we use it to help veterans. Thanks to Mr. Rutter, we used that money to construct a new Dental Clinic that will improve services to the nearly 15,000 visits made to dental each year.

Our dental area had been largely untouched since its opening in 1947. Now, in new, larger, modern space, we are able to provide the kind of services our veterans deserve. New air glide chairs move easily across the treatment rooms allowing easy access for dental patients in wheelchairs and on litters. Digital X-ray equipment provide clearer, more accessible, and faster dental X-rays to aid the dentist in determining a treatment plan. Electric hand pieces provide a faster, more reliable and improved tool for the dentists to use. Intraoral cameras allow patients to see the insides of their mouths providing a solid teaching and preventive medicine tool.

Patients are giving our new clinic a big “thumbs up”, and we are pleased to be able to now care for them in this new and improved environment.

4 Conducting **research** in such areas as leukemia, prostate cancer, end of life care, nutritional supplements and nephrology.

5 Designed 15,200 square feet project to collocate **Intensive Care Unit** and **Urgent Care** on ground level adjacent to our inpatient building.

- closer to clinical support services
- quicker transfers from one unit to the other



Groundbreaking

6 Quality is tracked through Performance Measures. In five of six Performance Measure groups - cancer, cardiovascular, endocrine, infectious disease and long term care, **Lebanon VA was ranked with exceptional VAs**. For the 6<sup>th</sup> category – tobacco, we were ranked as fully successful.

3 Implemented **Care Coordination/Telehealth Program**.

Veterans are being helped right in their own Home through the use of a hand held device called a **“Health Buddy”**. This program lets veterans maintain and improve their health without having to visit a doctor or hospital. The veteran “talks” to their **“Health Buddy”** each day answering questions related to their diagnosis of diabetes,

high blood pressure, congestive heart failure or chronic obstructive lung disease, and entering information about their vital signs (blood pressure, heart rate, weight, blood sugar level). The information is transmitted in an instant, across a toll-free telephone line to a secure web page where the Lebanon VA Care Coordinator, Tammy Wessner, R.N., reviews the information daily. The Care Coordinator intervenes, when necessary, to help prevent complications that, if left unchecked, could lead the veteran into the emergency room or to be hospitalized.

Studies have shown that this program reduces doctor and emergency room visits, as well as hospitalizations. Just as important, it brings piece of mind to the veteran who knows that Lebanon VA Medical Center is watching out for their health every day of their life.

If you are or know a veteran with diabetes, high blood pressure, congestive heart failure or chronic obstructive lung disease and you'd like to learn more about this exciting and growing program, contact Tammy Wessner at 717-272-6621, extension 4857. The program and the Health Buddy are free. To qualify, the veteran must have a primary care provider here at Lebanon VAMC or one of our VA outpatient clinics, a land phone line (no cell phones), an electric outlet, and a willingness to participate in the program.



8 Established **Women's Health** at community based outpatient clinics - Camp Hill, York and Reading, in addition to the one at Lebanon.

- planning in 2006 to renovate and expand our medical center Women's Health Program.

9 Our **Visual Impairment Services Outpatient Rehabilitation (VISOR) Hospital Hotel (HOPTEL) Program** celebrated its year anniversary and graduation of its 200<sup>th</sup> veteran. This unique program offers a 10-day intensive rehabilitation program for visually impaired veterans designed to improve the quality of their lives.

VISOR is the only VA program of its kind in the country. The goal of the program is to teach patients who are legally blind how to live their lives with impaired vision.

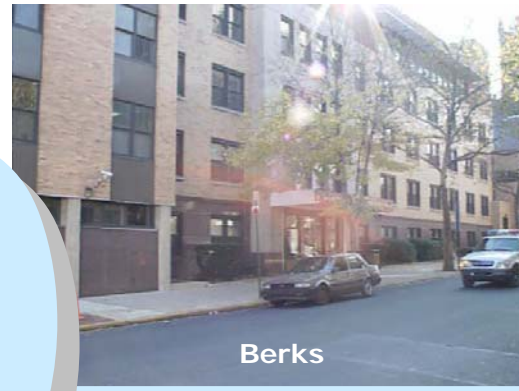
*“What really happens during the program is the patients get back their self-confidence.”*

Nancy Strohm  
Visual Impairment Services Team (VIST) Coordinator

7 Provided **timely appointments** to 94% of the patients in Primary Care and 87% of the patients in Specialty Care.







Established **Behavioral Health services** at our clinic locations in Berks (Reading), Camp Hill, Lancaster, Schuylkill (Pottsville) & York.



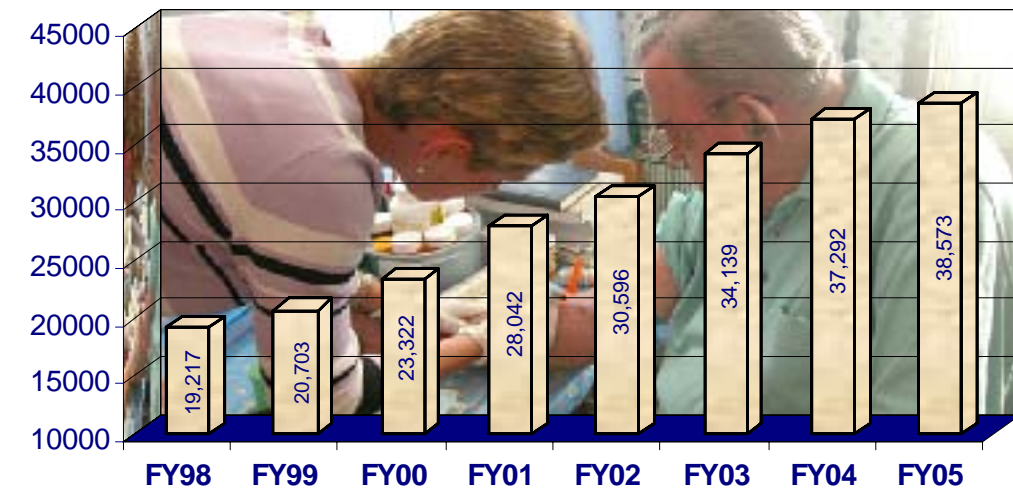
Created an **award winning video, 'Voices of Heroes'** to help tell the story of the military experiences of veterans living in south-central Pennsylvania.



**Renovated** 50,400 square feet of **inpatient space** totaling 101 beds.

February 2005 marked the opening of newly renovated inpatient space at the Lebanon VA Medical Center. A 9 million dollar renovation project, one of the largest in Lebanon VA's 58-year history, focused on improving the patient care environment. Significant improvements were made to ninety one inpatient beds organized into 5 Inpatient Units. Improvements include patient privacy, handicap accessibility, patient safety, staff support and state of the art technology and equipment.

## Veterans Served



### Continual increase:

In FY05, 38,000+ veterans made over 300,000 visits to our main facility in Lebanon or one of our 5 outpatient clinics. Visits have doubled in 7 years.

## National Survey - Satisfaction Scores

Standards	Outpatient		Inpatient	
	Lebanon	VA Avg	Lebanon	VA Avg
★ <b>Courtesy</b>	99 <b>#2</b>	95	92	89
★ <b>Access</b>	93 <b>#1</b>	81	83	81
★ <b>Visit Coordination</b>	93 <b>#2</b>	85	---	---
<b>Emotional Support</b>	91	83	67	65
<b>Preferences</b>	88	82	74	74
<b>Specialist Care</b>	88	80	---	---
<b>Continuity of Care</b>	87	77	80	78
★ <b>Overall Coordination</b>	86 <b>#1</b>	75	---	---
<b>Pharmacy – Mailed</b>	85	82	---	---
<b>Physical Comfort</b>	---	---	87	83
<b>Pharmacy – Pick Up</b>	84	65	---	---
★ <b>Education &amp; Information</b>	82 <b>#2</b>	73	68	67
<b>Family Involvement</b>	---	---	77	75
<b>Transition</b>	---	---	74	70

### Lebanon ranks:

- higher than the VA as a whole in every standard!
- **#1** in the nation in two standards & **#2** in three standards in the outpatient areas!!